

120 - PUBLIC LIBRARY

Operational Summary

Mission:

To enhance the quality of life for County residents by offering access to information and other resources for leisure opportunities, learning, business and community interaction.

Strategic Goals:

- Provide opportunities for the population to meet their learning and leisure needs through a variety of media and delivery systems.
- Promote and facilitate community interaction in learning, cultural and recreational activities.

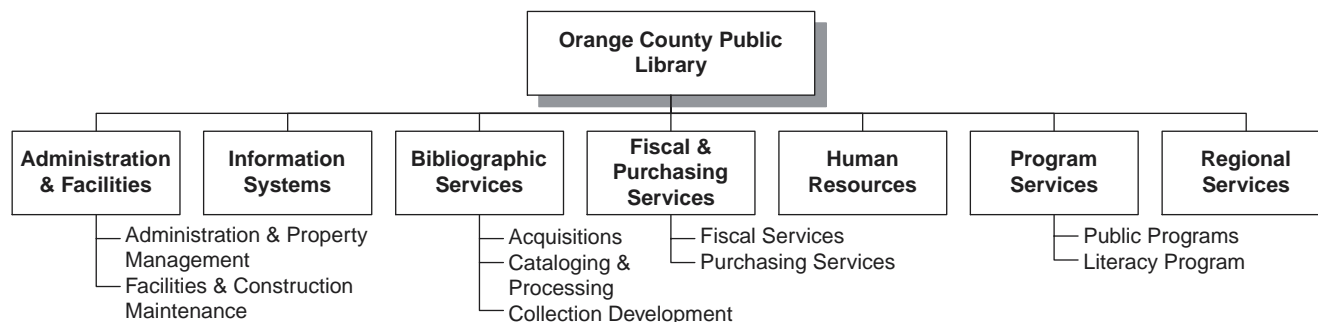
Key Outcome Indicators:

Performance Measure	2003 Business Plan Results	2004 Business Plan Target	How are we doing?
CUSTOMER SATISFACTION AND UTILIZATION OF LIBRARY SERVICES What: Measures use of library products and services. Conduct surveys. Measures use of technology Why: Quantifies delivered service Identifies customer needs and desires Identifies ROI in technology	6,893,385 items borrowed (+6%); 134,755 children attended programs (+2%); Develop survey instrument and methodology; 450,000 hours of internet access provided(+5%); 440,000 remote website connections (+11%)	7,013,253 items borrowed(+2%); 138,889 children attend programs (+3%); Conduct survey, review and report results; 475,000 hours of internet access provided (+5.5%); 485,000 remote website connections (+10%)	Items borrowed and children attended programs are increasing. We are commencing the process of the survey of users and non-users. Public response for use of new information technology is exceeding our projections.
PROGRESS IN CONSTRUCTING LIBRARY FACILITIES ON SCHEDULE AND WITHIN BUDGET What: Measures our ability to complete construction plans providing facilities for library activity Why: Growing population requires increased library infrastructure	Begin construction on Wheeler Ranch July 2004. Opened Ladera Ranch September 2003.	Open Wheeler Ranch July 2005.	Ladera Ranch opened in September 2003. Wheeler Ranch will open in July 2005.

FY 2003-2004 Key Project Accomplishments:

- 6,893,385 items borrowed, a 6% increase
- 134,755 children attended programs, a 2% increase. Conduct survey of user and nonusers of the Library.
- 450,000 hours of internet access provided to the public, a 5% increase. 440,000 remote website connections, a 11% increase. Opened Ladera Ranch branch in September 2003.

Organizational Summary



ADMINISTRATION & FACILITIES - Manages maintenance and construction of all library facilities, real estate functions, overall administrative coordination, delivery service, warehouse operations, and support for the Library Advisory Board.

INFORMATION SYSTEMS - Provides support, planning and management of all library computer systems including internal operations network, interfaces with other County systems, circulation and other internal mainframe functions, patron access catalog and remote access databases, public and staff internet access, and library web site.

BIBLIOGRAPHIC SERVICES - Manages evaluation and selection of books, databases, periodicals and all other library materials, orders and receives all new materials, catalogs and processes new materials for use in libraries and repairs damaged materials.

FISCAL & PURCHASING SERVICES - Manages the overall financial operations of the Library, including the budget, purchasing, developer agreement management, operational allocation process, payroll and accounts payable.

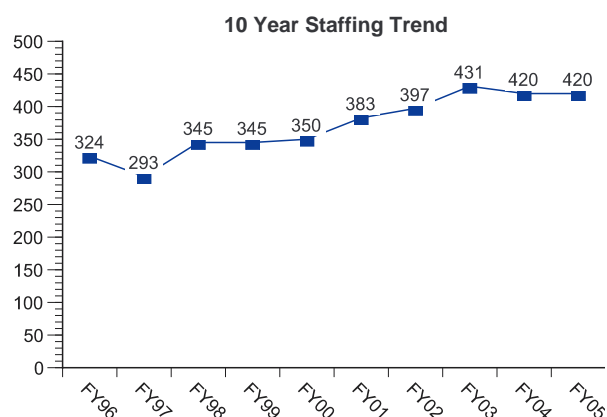
HUMAN RESOURCES - Manages all personnel and HR functions including recruitments, Performance Incentive Program coordination, staff training, disciplinary actions and departmental Labor Management Committee.

PROGRAM SERVICES - Provides coordination of Children's Services program systemwide, public relations, Orangewood Children's Home Library, Adult Literacy program and Adult Services planning.

REGIONAL SERVICES - Manages operations of 29 branch libraries, public services provided in libraries, and coordination of construction/renovation projects.

COUNTY LIBRARIAN - Provides overall management of department and serves as staff to Library Advisory Board.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- Staffing generally decreased until FY 97-98 because of the loss of funds due to the ERAF shift. Staffing has expanded starting in FY 97-98 with the addition of more days per week of public service at all branch libraries, with the assumption of the decentralized functions of Human Resources, Purchasing, Facilities maintenance and construction and the addition of new libraries in Aliso Viejo, Costa Mesa, Laguna Hills, Foothill Ranch and Ladera Ranch which opened in September 2003. A net reduction of 10 positions in FY 2003-04 from the Final Budget in FY 2002-03 was used to help

offset a reduction in State Public Library Fund revenue. The net addition of 1 position for FY 2004-05 is to prepare for the opening of Wheeler Ranch.

Changes Included in the Recommended Base Budget:

Included for the base budget is a full year of operating expenses for the Ladera Ranch branch which opened mid-year in September 2003.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Orange County Public Library will continue to work with the Library Advisory Board to provide and develop services responsive to the communities we serve. Staff will continue to implement and refine the organizational measurement program (ROG) and the employee pay for performance program (PIP). In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

Requested Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Add 1 Branch Librarian and 1 Librarian - Wheeler Branch Library (FY 04-05) Amount: \$ 0	Add 1 Branch Librarian and 1 Librarian for the Wheeler Branch Library (FY 04-05).	The Branch Librarian and Librarian will prepare for the opening of the Wheeler Branch Library.	120-429

Proposed Budget and History:

Sources and Uses	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Total Positions	-	420	420	420	0	0.00
Total Revenues	30,398,104	31,809,959	32,623,937	30,569,234	(2,054,703)	-6.30
Total Requirements	28,119,564	31,809,959	32,245,734	30,569,234	(1,676,500)	-5.20
Balance	2,278,540	0	378,203	0	(378,203)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2003-2004 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Public Library in the Appendix on page 525.

Highlights of Key Trends:

■ Utilization of services and resources by the public continues to increase. Circulation count of items borrowed from libraries is expected to set an all time record of some 6.9 million items borrowed in FY 2003-04. An increase of 2% is expected for FY 2004-05.

■ Access to library collection, databases and services from remote locations via the library website are increasing significantly as more functionality is added to the site; an expected increase of 11% for FY 2003-04 and another 10% for FY 2004-05.

Budget Units Under Agency Control

No.	Agency Name	Administration & Facilities	Information Systems	Bibliographic Services	Fiscal & Purchasing Services	Human Resources	Program Services	Regional Services	County Librarian	Total
119	Public Library - Capital	3,144,121	0	0	0	0	0	0	0	3,144,121
120	Public Library	5,357,255	1,017,993	4,153,217	1,172,969	343,942	967,418	17,214,451	341,989	30,569,234
	Total	8,501,376	1,017,993	4,153,217	1,172,969	343,942	967,418	17,214,451	341,989	33,713,355

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Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Taxes	\$ 23,581,869	\$ 25,230,237	\$ 25,688,969	\$ 27,123,462	\$ 1,434,493	5.58%
Fines, Forfeitures & Penalties	8,278	7,500	8,178	8,178	0	0.00
Revenue From Use Of Money And Property	102,067	120,500	95,466	120,600	25,134	26.33
Intergovernmental Revenues	2,090,058	1,459,167	1,355,676	1,513,704	158,028	11.66
Charges For Services	1,163,551	1,201,681	1,079,343	1,173,208	93,865	8.70
Miscellaneous Revenues	285,876	213,150	247,841	251,879	4,038	1.63
Other Financing Sources	2,387,557	1,299,184	1,115,980	0	(1,115,980)	-100.00
Total FBA	911,227	2,278,540	2,278,540	378,203	(1,900,337)	-83.40
Reserve For Encumbrances	(132,378)	0	753,944	0	(753,944)	-100.00
Total Revenues	30,398,104	31,809,959	32,623,937	30,569,234	(2,054,703)	-6.30
Salaries & Benefits	19,834,221	21,139,286	21,865,564	22,109,652	244,088	1.12
Services & Supplies	7,834,331	8,927,922	8,848,270	7,940,899	(907,371)	-10.25
Services & Supplies Reimbursements	0	(110,104)	(125,707)	(130,515)	(4,808)	3.82
Other Charges	409,910	1,852,855	1,648,514	649,198	(999,316)	-60.62
Fixed Assets	41,102	0	9,093	0	(9,093)	-100.00
Total Requirements	28,119,564	31,809,959	32,245,734	30,569,234	(1,676,500)	-5.20
Balance	\$ 2,278,540	\$ 0	\$ 378,203	\$ 0	\$ (378,203)	-100.00%

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2003-2004 projected requirements included in "At a Glance" (Which exclude these).

Proposed Budget Summary of Administration & Facilities:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Revenue From Use Of Money And Property	\$ 26,266	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Charges For Services	791	0	0	0	0	0.00
Total Revenues	27,057	0	0	0	0	0.00
Salaries & Benefits	1,165,978	1,334,300	1,379,031	1,433,927	54,896	3.98
Services & Supplies	2,816,070	3,710,921	4,244,439	3,544,837	(699,602)	-16.48
Services & Supplies Reimbursements	0	(110,104)	(125,707)	(130,515)	(4,808)	3.82
Other Charges	407,250	849,957	646,211	646,729	518	0.08
Fixed Assets	24,152	0	9,093	0	(9,093)	-100.00
Total Requirements	4,413,451	5,785,074	6,153,067	5,494,978	(658,089)	-10.70
Balance	\$ (4,386,394)	\$ (5,785,074)	\$ (6,153,067)	\$ (5,494,978)	\$ 658,089	-10.70%

Proposed Budget Summary of Information Systems:

Revenues/Appropriations	FY 2002-2003		FY 2003-2004		FY 2003-2004		Change from FY 2003-2004				
	Actual		Budget As of 3/31/04		Projected ⁽¹⁾ At 6/30/04		Projected Amount Percent				
Salaries & Benefits	\$	667,226	\$	698,118	\$	730,378	\$	736,641	\$	6,263	0.86%
Services & Supplies		282,746		241,959		272,560		281,352		8,792	3.23
Total Requirements		949,972		940,077		1,002,938		1,017,993		15,055	1.50
Balance	\$	(949,972)	\$	(940,077)	\$	(1,002,938)	\$	(1,017,993)	\$	(15,055)	1.50%

Proposed Budget Summary of Bibliographic Services:

Revenues/Appropriations	FY 2002-2003		FY 2003-2004	FY 2003-2004	FY 2004-2005	Change from FY 2003-2004					
	Actual		Budget As of 3/31/04	Projected ⁽¹⁾ At 6/30/04		Projected					
					Recommended	Amount	Percent				
Salaries & Benefits	\$	1,648,590	\$	1,886,045	\$	1,965,864	\$	4,338	0.22%		
Services & Supplies		2,619,387		2,686,506		2,014,513		2,187,353	172,840	8.58	
Total Requirements		4,267,977		4,572,551		3,976,039		4,153,217	177,178	4.46	
Balance	\$	(4,267,977)	\$	(4,572,551)	\$	(3,976,039)	\$	(4,153,217)	\$	(177,178)	4.46%

Proposed Budget Summary of Fiscal & Purchasing Services:

Revenues/Appropriations	FY 2002-2003		FY 2003-2004	FY 2003-2004	FY 2004-2005	Change from FY 2003-2004					
	Actual		Budget As of 3/31/04	Projected ⁽¹⁾ At 6/30/04		Projected					
					Recommended	Amount	Percent				
Salaries & Benefits	\$	974,681	\$	1,025,190	\$	1,068,221	\$	1,085,591	\$	17,370	1.63%
Services & Supplies		65,660		71,224		59,227		87,378		28,151	47.53
Total Requirements		1,040,341		1,096,414		1,127,448		1,172,969		45,521	4.04
Balance	\$	(1,040,341)	\$	(1,096,414)	\$	(1,127,448)	\$	(1,172,969)	\$	(45,521)	4.04%

Proposed Budget Summary of Human Resources:

Revenues/Appropriations	FY 2002-2003		FY 2003-2004		FY 2003-2004		Change from FY 2003-2004				
	Actual		Budget As of 3/31/04		Projected ⁽¹⁾ At 6/30/04		FY 2004-2005 Recommended	Projected Amount Percent			
Salaries & Benefits	\$	300,706	\$	330,485	\$	345,064	\$	335,831	\$	(9,233)	-2.68%
Services & Supplies		24,787		11,761		11,207		8,111		(3,096)	-27.63
Total Requirements		325,493		342,246		356,271		343,942		(12,329)	-3.46
Balance	\$	(325,493)	\$	(342,246)	\$	(356,271)	\$	(343,942)	\$	12,329	-3.46%

Proposed Budget Summary of Program Services:

Revenues/Appropriations	FY 2002-2003		FY 2003-2004		FY 2003-2004		Change from FY 2003-2004	
	Actual		Budget As of 3/31/04		Projected ⁽¹⁾ At 6/30/04		FY 2004-2005 Recommended	Projected Amount Percent
Salaries & Benefits	\$	601,100	\$	646,975	\$	674,431	\$	650,660 (23,771) -3.52%
Services & Supplies		237,543		305,260		360,831		316,758 (44,073) -12.21
Total Requirements		838,643		952,235		1,035,262		967,418 (67,844) -6.55
Balance	\$	(838,643)	\$	(952,235)	\$	(1,035,262)	\$	(967,418) 67,844 -6.55%



Proposed Budget Summary of Regional Services:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Charges For Services	\$ 1,160,912	\$ 0	\$ 0	\$ 0	\$ 0	0.00%
Miscellaneous Revenues	224,450	0	0	0	0	0.00
Total Revenues	1,385,361	0	0	0	0	0.00
Salaries & Benefits	14,192,262	14,893,866	15,372,848	15,574,736	201,888	1.31
Services & Supplies	1,728,719	1,884,708	1,869,268	1,499,523	(369,745)	-19.78
Other Charges	2,660	1,002,898	1,002,303	2,469	(999,834)	-99.75
Fixed Assets	16,950	0	0	0	0	0.00
Total Requirements	15,940,591	17,781,472	18,244,419	17,076,728	(1,167,691)	-6.40
Balance	\$ (14,555,229)	\$ (17,781,472)	\$ (18,244,419)	\$ (17,076,728)	\$ 1,167,691	-6.40%

Proposed Budget Summary of County Librarian:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Taxes	\$ 23,581,869	\$ 25,230,237	\$ 25,688,969	\$ 27,123,462	\$ 1,434,493	5.58%
Fines, Forfeitures & Penalties	8,278	7,500	8,178	8,178	0	0.00
Revenue From Use Of Money And Property	75,801	120,500	95,466	120,600	25,134	26.33
Intergovernmental Revenues	2,090,058	1,459,167	1,355,676	1,513,704	158,028	11.66
Charges For Services	1,848	1,201,681	1,079,343	1,173,208	93,865	8.70
Miscellaneous Revenues	61,426	213,150	247,841	251,879	4,038	1.63
Other Financing Sources	2,387,557	1,299,184	1,115,980	0	(1,115,980)	-100.00
Total FBA	911,227	2,278,540	2,278,540	378,203	(1,900,337)	-83.40
Reserve For Encumbrances	(132,378)	0	753,944	0	(753,944)	-100.00
Total Revenues	28,985,686	31,809,959	32,623,937	30,569,234	(2,054,703)	-6.30
Salaries & Benefits	283,678	324,307	334,065	326,402	(7,663)	-2.29
Services & Supplies	59,419	15,583	16,225	15,587	(638)	-3.93
Total Requirements	343,096	339,890	350,290	341,989	(8,301)	-2.37
Balance	\$ 28,642,590	\$ 31,470,069	\$ 32,273,647	\$ 30,227,245	\$ (2,046,402)	-6.34%